

Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
November 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	17
		Billing	Bundled Services	6
		Billing	Cramming	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	18
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	10
		Lifeline	LLB Approved for Dis	4
		Lifeline	LLB Dis Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	1
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	5
		Service	Delayed Orders/Missed Appointments	13
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	9
Service	Refusal To Serve	2		
		Total ICs	111	
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Cramming	1
		Billing	High Bill	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
		Total ICs	8	

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	9
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	5
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
			Total ICs	29
CLC7118	Birch Communications	Billing	Slamming	2
		Service	Outage	1
			Total ICs	3
CER4412	Budget Mobile	Lifeline	LLB Application Request	2
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	3
CLR7127, IER7127	Central Telecom Long Distance, Inc.	Billing	Slamming	1
			Total ICs	1
CLC5698, IEC5698	Comcast Digital Phone	Service	Outage	1
			Total ICs	1
CER4328	Consumer Cellular, Inc.	Billing	High Bill	1
			Total ICs	1
CLR5425	Covista, Inc.	Billing	Slamming	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Out of Service Credit - OOS	1
		Billing	Toll Dispute	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
			Total ICs	6
CEC3076	Cricket Communications, Inc.	Lifeline	LLB Approved for Discount	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	2
CLC6610, IEC6610	CuraTel	Billing	High Bill	1
			Total ICs	1
CLC6735, IEC6735	DMR Communications, Inc	Billing	Slamming	1
			Total ICs	1
IEC6676	FirstLink Communications	Billing	Cramming/3rd Party Billing	1
		Billing	Slamming	1
			Total ICs	2
CLC5429, IEC5429	Frontier Communications	Lifeline	LLB Approved for Dis	1
		Service	Disconnected In Error	2
			Total ICs	3

Utility Code	Utility Name	Category	Subcategory	Count
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	Disputed Customer of Record	1
		Billing	Other Charges	1
		Total ICs		2
IEC5680	Global Tel*Link Corporation (GTL)	Billing	High Bill	1
		Total ICs		1
CEC3079	MetroPCS	Billing	Bill Adjustment	1
		Billing	Slamming	1
		Total ICs		2
CLC5251, IEC5251	Nos Communications, Inc.	Billing	Bill Adjustment	1
		Total ICs		1
CLC6005, IEC6005	Peak Communications	Policy and Practices	Abusive Marketing	1
		Total ICs		1
CLR6336, CLC6336, IEC6336, CER1141, DVS1141	Powernet Global Communications	Policy and Practices	Abusive Marketing	1
		Total ICs		1
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		Total ICs		3
IER6882	Quasar Communications Corp.	Billing	Slamming	1
		Total ICs		1
CER4387	ReachOut Wireless	Billing	Bill Adjustment	1
		Lifeline	LLB Approved for Dis	1
		Lifeline	LLB Dis Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
		Total ICs		4
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
		Total ICs		12
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	Billing	Bill Adjustment	1
		Total ICs		1
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Bill Adjustment	2
		Billing	High Bill	2
		Billing	Other Charges	1
		Policy and Practices	Robo Calls/ADAD	1
		Service	Number Portability-Wireless or Landline	1
		Total ICs		7

Utility Code	Utility Name	Category	Subcategory	Count
CER4380	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	3
		Service	Call Quality	1
		Total ICs		
CLC6589, IEC6589	Telscape Wireless	Service	Call Quality	1
		Total ICs		
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	3
		Billing	Slamming	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
		Total ICs		
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	High Bill	2
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Total ICs		
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Bill Adjustment	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
		Total ICs		
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Bundled Services	1
		Total ICs		
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	3
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	5
Total ICs			31	

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	8
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Voltage Levels	1
			Total ICs	32
CER4327	Virgin Mobile	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Dis	4
		Lifeline	LLB Dis Switched to Other Carrier	4
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	11
Total ICs Sent ¹				313

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.